

EP. 67 The Importance of Working Towards a Common Goal with Kristy Adsit

We talked to veteran Team Leader, Kristy Adsit, and learned how she keeps her team focused, motivated, and most importantly working together to reach a common goal!

Q. Tell us a little bit about your practice.

A. We have a great practice. I've been working for Dr. Leatha Wood for 16 years. We are very patient centric but we are also a niche. We do sedation dentistry and we have a lot of referrals from that.

Q. How long have you been the Team Leader and what are some changes you've seen in the Hygiene Department?

A. Since 2010. Everything is much more streamlined, having a process, and having goals. Being really focused on not just the department but the office as a whole and how we can grow together.

Q. What did your practice look like when you started (16 years ago) and what does it look like today?

A. When we got there we had a little bit of practice management but no focus on growing. We dabbled with this company and dabbled with another. It wasn't until we started the Scheduling Institute that we had things to streamline and focus on, work as a team and not an individual. Letting people know that you can track individual stats but that you have to also look at the whole and how can we grow together.

Q. It's so easy for everyone to focus on their own department and not work together. How do you overcome that?

A. We have incentives in place to make sure we all work together, like same-day services. If the patient wasn't scheduled then we didn't do it right. The front office helps and everyone works together. We have a same-day number goal and when we hit that goal we get to draw out of our bird box. We have poker chips with numbers on them with anything from \$1 to \$100. Our same-day production is one number to achieve for the whole group. We also have incentives to meet our individual daily goal with tiers.

Q. Is there anything you've learned as a Team Leader that could help listeners?

A. Being open and honest with your teammates and step away from the competitiveness. I've learned that you can have individual goals, but it's much more important to have a together goal. It's not about you, it's about the team.

We loved hearing how Kristy and her team stay motivated through group incentives. Does your team have fun incentives in place for same-day treatment?